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ABSTRACT

Libraries devote serious resources to user-education programs and need to measure their effectiveness with hard data. This guide was designed to simplify the evaluation planning process and the making of evaluation instruments. The material was developed from hundreds of survey instruments used by librarians around the country. The handbook contains: (1) a guide to developing, conducting, and tabulating a survey or evaluation; (2) 14 sections of sample questions; (3) four appendices containing a sample cover letter, sample attitudinal and measurement scales, pre- and post-instruction checklists, and sample evaluation forms; (4) a glossary of terms; (5) a 66-item bibliography; and (6) a mail-in evaluation form for the handbook itself. (BEW)

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